

How to Set up E-bill & Alerts

- 1 LOGIN** to your online account at www.ycnga.com
- From the main landing page, choose the **MY ACCOUNT** tab at the top of the page
From the dropdown menu, select E-Notifications, **E-Bill**

If you have **more than one account**, or you've had a past account, you will be asked to select the account you wish to enroll



- From the **BILL METHOD** dropdown menu, select **E-bill**

Enter your email address, then confirm your email. *Enter a second email address if you wish.*

After email address is entered, click **SUBMIT**

The screenshot shows the 'Selected Account' page. At the top are navigation tabs: 'MY PAYMENTS', 'MY ACCOUNT', 'MY USAGE', and 'MY ALERTS'. Below is a header with the date 'Monday, June 8, 2020' and user ID '98715'. The breadcrumb trail is 'You are here: MY ACCOUNT > E-Notifications > E-Bill > Details'. A table lists account details:

Account	Name	Status	Service Address	Meter	Billing Method	Account Balance
3454-002	JOHN DOE	INACTIVE	1552 GREEN DR	17677313	E-Bill	35.78

Below the table are 'Instructions' for enrolling in E-Bill. A dropdown menu for '*Bill Method*' is set to 'E-Bill'. The '*E-mail 1*' field contains 'jdoe@com'. The '*Confirm E-mail 1*' field contains 'E-Bill' and 'Paper & E-Bill'. There are also fields for 'E-mail 2' and 'Confirm E-mail 2'. A 'Submit' button is at the bottom.

The screenshot shows the 'MY ALERTS' page. At the top are navigation tabs: 'MY PAYMENTS', 'MY ACCOUNT', 'MY USAGE', and 'MY ALERTS'. Below is a header with the date 'Tuesday, August 4, 2020' and user ID '38659002'. The breadcrumb trail is 'You are here: MY ALERTS > Account List'. The 'Alerts & Reminders' section is active, with a sub-header 'Alerts & Reminders'. Below it is a paragraph explaining the feature and a 'Continue' button.

*** IMPORTANT ***

- Then, select the **MY ALERTS** tab to set reminders and never miss a payment.

The screenshot shows the 'Select alerts & reminders preferences' page. It asks the user to select preferences for alerts & reminders. Below is a table with columns: 'Alert Type', 'Description', 'Text Message', 'Email', and 'Voice'.

Alert Type	Description	Text Message	Email	Voice
Due Date Reminder	Remind me [5] day(s) before.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Past Due Date Reminder	Alert me when due date has passed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Account Profile Change	Alert me when the profile is updated.	<input type="checkbox"/>	<input type="checkbox"/>	
Returned Check Alert	Alert me when a check is returned or rejected.	<input type="checkbox"/>	<input type="checkbox"/>	
Payment Confirmation	Send me a confirmation when a payment is submitted.	<input type="checkbox"/>	<input type="checkbox"/>	
Customer Support Case Alert	Alert me when customer support case is responded or closed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrangement Installment Due	Remind me [Select] day(s) before the due date.	<input type="checkbox"/>	<input type="checkbox"/>	

A 'Submit' button is at the bottom.